

2621 37th Street
Highland, IN 46322

November 16, 2002

To Whom It May Concern:

Currently, my wife and I pay the additional fee to the phone company to have our telephone number unlisted. This has been done based on past experience.

In our first house, we would come home from work to find up to three solicitor's messages left on our answering machine. Additionally we would be bothered with these calls in the evening. When we opened our business, the phone number was sold to many solicitors who tied-up our line for months. Unfortunately, there is no way to stop these people when we need to be listed for legitimate business calls. For a business with meddling solicitors, the only option is to purchase caller ID, which again is a profit to the phone company for the problem they created.

The phone company has a loophole in which they profit: If a phone number is listed, extra revenue is generated from selling the number to solicitors; but by having our number unlisted, additional costs are incurred. Either way, the phone company wins.

Additionally, I find it outrageous that the phone company gives these solicitors the ability to block their number from being seen on caller ID. These solicitors are taking the initiative to intrude upon our peace by placing their calls, and yet they are given a cloak from being identified and possibly being reported.

Everything done by the phone company, from selling numbers, to blocking the identity of these solicitors, to concocting means to

stop these solicitors who are sold phone numbers, is done at the consumer's expense. A monopoly in this service means there is no choice and no way for customers to express their outrage. Unless this changes, regulations must be put in place to stop his exploitation of the public.

Sincerely